Information Link

A Source of Information for Our Customers

Feldner Appointed CIO, State of North Dakota

Lisa Feldner, CIO

Lisa Feldner joins the State of North Dakota as Chief Information Officer (CIO) effective May 8, 2006.

"I'm honored to be chosen for position of CIO and am excited to work with the great staff at ITD," stated Feldner.

As CIO, Feldner occupies a seat on the Governor's Cabinet; advises the Governor and public and private officials on statewide technology developments; directs the State's future technology investments; coordinates technology initiatives among state agencies; and serves as Director of the Information Technology Department (ITD), which staffs approximately 250 persons.

From 1991, Feldner served as the Technology Director for Bismarck Public Schools, where she managed the budget and staff, including the development, design, and integration of software and hardware systems encompassing 26 campuses.

Feldner's credentials include numerous awards, such as the Information Technology Council's Outstanding Achievement in Education Award in 2005; the North Dakota Association of Technology Leader's Award of Excellence in 2002 and Technology Leader Award in 2004; Apple Computer's Apple Distinguished Educator Award in 2003; and the Ohana Foundation's Technology in Education Leadership Award.

Additionally, Feldner actively participated on several boards and commissions, such as the North Dakota Educational Technology Council, the North Dakota STAGEnet Technical Committee, the North Dakota Association of Technology Leaders, and the Harold Schafer Leadership Operations Team.

She holds a B.S. degree in Computer Science and Business Education and a M.S. in Mathematics Education from Minot

State University (MSU); and a Ph.D. in Education Leadership from the University of North Dakota (UND).

On April 7, 2006, Governor John Hoeven appointed Feldner as CIO, following former CIO Curtis Wolfe's retirement in December 2005. Mike Ressler, Deputy CIO and Director of Operations, was named interim CIO until Feldner came on board with ITD. Feldner becomes the second individual appointed to the CIO post.

Feldner is a native of North Dakota and currently resides in rural Bismarck.

ITD Service Rates for 2007-2009 Budget
Mike Ressler

The Information Technology Department (ITD) plans to increase service rates for the upcoming 2007-2009 biennium. The services affected by these increases include the following functions:

ITD Hourly Rate Services: *(i.e., Desktop Support, Developer, Senior Developer, Wiring Technician, etc.)*
When ITD established rates for the current biennium, a 3 percent salary increase for each year of the biennium was calculated along with a $25 per month increase in health insurance. The outcome after the legislative session was a 4 percent salary increase for each year of the biennium and a $100 per month increase in health insurance. ITD will need to adjust the future rates to account for this shortage along with a proposed salary increase for the next biennium.

Network Device Connections and Network Circuits
The State has signed a new seven-year contract with Dakota Carrier Network (DCN) for network connectivity. The contract will position the State with the technology necessary for deploying new applications like Voice Over IP (Internet Protocol) and advanced video services. The new contract will allow for growth in backbone network activity with little additional investment. The State cost for T-1 circuits will be fixed for the period of the contract.

Telephone, Telephone Features, and Long Distance Services
The State has enjoyed very low rates for these services over the past two biennia because the entire telephone infrastructure was paid off and owned by the State. ITD is now in need of making future investments to this older equipment because the vendors will no longer support ITD's version of the equipment. The timing is right to invest in updated technologies like Voice Over IP, and ITD will begin deploying this technology over the next five years. ITD is not allowed to keep excess

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cash in reserve for investments like these, so ITD needs to lower rates when it is not investing and raise them when planning to make expenditures. ITD will start deploying long distance telephone calls over its data network (Voice Over IP). Once ITD begins moving calls in this manner, agencies will not pay the per minute charge for these calls. This will only apply to calls originating in a State Agency in one of the major North Dakota cities and terminating in a State Agency in a different major North Dakota city. All other long distance calls will be billed according to the rate schedule.

Computer Hosting
ITD recovers in the hosting fee the cost of staff, system software, and related hardware. The rates are being increased to reflect the increased cost of the technical staff similar to what is reflected in the developer and other staff services identified above.

ITD has estimated that the service rate increases will amount to $3.5 million of additional expense to customers for the 2007-2009 biennium assuming the levels of service remain the same. Today, ITD's total revenue stream comes from customers (government agencies and education) with the following funding sources: one-third general funds, one-third federal funds, and one-third special funds.

The service rates can be found on the ITD website at: www.nd.gov/itd/billing/.

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Why the Switch to *nd.gov* for E-mail Addresses?
L. Dean Glatt

ITD received direction by the State's Enterprise Architecture Review Board (ARB) to switch the State's email addresses from "state.nd.us" to "nd.gov." This change was prompted by several issues that were happening within the internet registry system.

In very short summary, the ".us" domain was relinquished to private industry and became available to the general public. Soon afterwards names were available in the "third level locality space" and sites like "porn.nd.us" started to show up.

As the ".us" domain became more problematic, state and local governments across the country worked with the federal government (GSA 2002) to gain access to the ".gov" designation, which was reserved for federal systems at that time. In order to qualify for a ".gov" extension, eligibility requirements were created to control the use of the ".gov" domain. See http://www.dotgov.gov/help_qualify.aspx. Along with the other states, North Dakota was granted use of the "nd.gov" domain.

ITD Telecommunications suggested to the ARB and the State Information Technology Advisory Committee (SITAC) that ITD retain the "state.nd.us" domain, which was approved. The email and web systems will continue to listen on the "state.nd.us" domain names as well as the new "nd.gov" domain name. That is, both domain names will work indefinitely.

Agency letterhead, business cards, and envelopes do not need to be replaced for purposes of this name change. It is suggested that as you replace supplies through regular depletion, new stock should reflect the wording change from "state.nd.us" to the "nd.gov" wording.

For more information, please visit the following sites:

http://www.dotgov.gov/

http://www.neustar.biz/addressing/usDom.cfm

STAGEnet Prepares to Take a Leap Forward
Dirk Huggett

The Information Technology Department's (ITD) Telecommunications Division prepares to take a big step toward expanding the STAGEnet backbone.

Currently, the backbone consists of multiple ATM links between Bismarck and Fargo. Following Labor Day weekend, the backbone should consist of an optical ring between Bismarck, Fargo, Grand Forks, and Minot. This will significantly increase service, especially in the new hub cities. And, most areas should see some improvements resulting from the project since their data will have shorter distances to travel before getting onto this high-speed, high-capacity backbone.

The rollout is scheduled to start in mid-July. Presently, several projects are in the works to prepare for this major conversion, so there may be some scheduled outages between now and then.

For more information about the STAGEnet Project, visit the project website at http://www.stagenet.nd.gov/projects/infrastructure/index.html. You can also join us in our monthly Interactive Video Network (IVN) session (the fourth Tuesday of each month) by contacting Brandy Peterson at (701) 328-1002. If you have any questions or need more information, please contact the Project Manager, Dirk Huggett, at (701) 328-1998 or dhuggett@nd.gov.
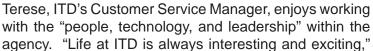
IT Plans and Budget Deadlines Quickly Approaching

Agencies are required to submit their IT plans by July 17, 2006, to the Information Technology Department (ITD). The plan includes budget information, which should reconcile to agency budget requests for the 2005-2007 biennium. Budget information should be submitted by July 17, 2006. By November 2006, ITD will develop the Statewide Information Technology Plan from the agency IT plans.

On The Job For ITD

With a career 21 years in the making at the Information Technology Department (ITD), Terese Birnbaum continues to find her work just as exciting as the day she walked through the doors.

Terese, ITD's Customer Service Manager, enjoys working with the "people, technology, and leadership" within the agency. "Life at ITD is always interesting and exciting," she added. Working in technology, an industry that constantly changes, provides many new learning opportunities and creates a work environment that keeps her on her toes.

The Service Desk is ITD's "single-point-of-contact" between the customer and technology services. Terese's core responsibilities are to inform customers of service-related events, actions, and opportunities that are likely to impact their business.

Terese holds bachelor degrees in Computer Information Systems and Business Administration from the University of Mary in Bismarck, North Dakota. She also possesses a State of North Dakota Project Management Certification, which she earned in 1999.

In her spare time, Terese enjoys scrapbooking and biking with her family.

Incident Management: New Prioritization Matrix
Terese Birnbaum

In order to enhance customer service, a new Priority Matrix is being used for incidents reported to the Information Technology Department's (ITD) Service Desk. Ultimately, *priority* drives resource allocations, Incident Management processes, and Service Level Agreements. By accurately and consistently assessing the priority of incidents, ITD can improve the way that customer expectations are defined and managed.

In the past, incidents were assigned a default priority based upon their category and call type. This default was often adjusted, but it did not consistently de-scribe the *Impact* of the incident on the customer's business and the *Urgency* required for its resolution.

Today, incidents are prioritized using the matrix in Figure 1. ITD's Service Desk Analysts are consistently working with customers to identify the *Impact* the incident has on their business and the *Urgency* desired for its resolution. To-gether, *Urgency* and *Impact* are blended to assign the priority of an incident.

Prioritization Matrix Defined

- **Urgency** is an assessment of the speed an incident needs resolution.
- **Impact** reflects the likely effect the incident will have upon the customer's business.
- **Major Incidents** occur when there is an extreme impact on multiple agencies.
- **Quick Fixes** are incidents that can be resolved immediately by ITD's Service Desk.

Figure 1

The Priority Matrix for Incidents was developed as part of ITD's adoption of the Information Technology Infrastructure Library's (ITIL) "best-practices." If you have any questions regarding the new matrix, please contact the ITD Service Desk at (701) 328-4470 / 800-837-9807 or via email itdservicedesk@nd.gov.